

**IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE**

In the application of : McCORMACK, Tony et al.

Serial No. : 10/645,438

Filed : August 21, 2003

For : Management of queues in contact centres

Examiner : Chea, Philip J.

Art Unit : 2153

Confirmation No. : 7992

Attorney Docket No. : 920673-94702

RESPONSE TO OFFICE ACTION OF JULY 11, 2008

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of July 11, 2008, the Applicants make the following amendments and remarks: